

Mitel Unified Communicator Advanced Solution Overview

Mitel Unified Communicator Advanced Market Needs and Benefits



Today's Business Environment

→ User / Workgroup

- Find
- Communicate
- Collaborate

→ Organizational

- Reduce costs
- Enhance competitive advantage

→ Delivering real business benefits

- Reducing costs
- Improving efficiency
- Increasing productivity
- Enhancing responsiveness
- Better managing business operations

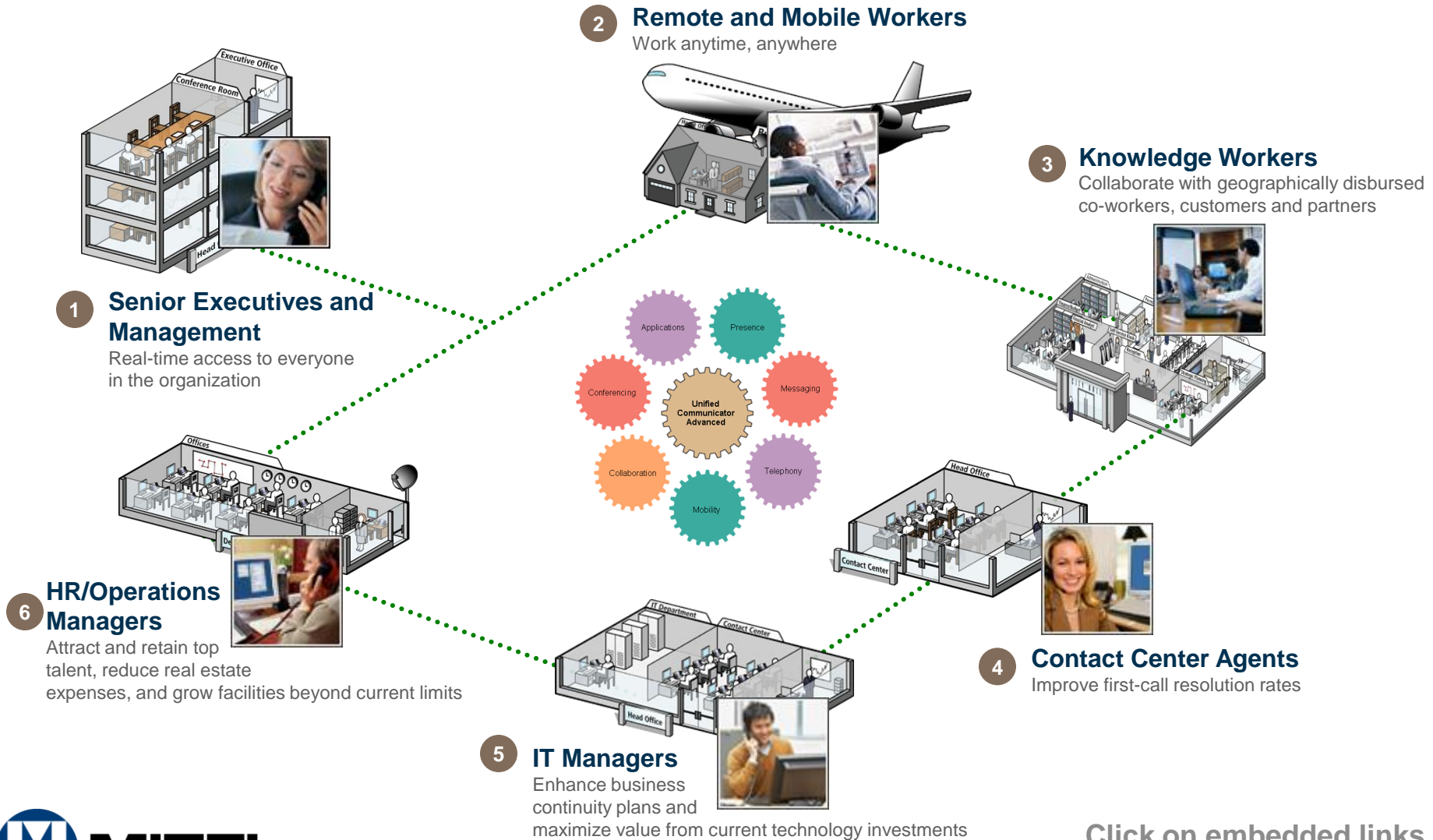


Unified Communicator Advanced 2.0

- Award winning Unified Communication client
- Single access point for all communication and collaboration
- Greater flexibility and control
- Always connected to the business
 - Executives
 - Managers
 - Knowledge workers
 - Contact center agents
 - Mobile and remote workers
 - Communication and access is an essential part of their job



Customized to Fit Your Needs



Click on embedded links

Real-Time Access to Everyone in the Organization

→ Immediate access to presence information

- Visual display of status and availability
- Preferred method of communication
- Secure instant messaging
- Live up-to-date view

Make More Informed Business Decisions

- ✓ Quickly locate team members
- ✓ Reach them the most effective way possible
- ✓ Less time with voicemail and telephone tag



Work Anytime Anywhere

→ Extend voice network to remote workers

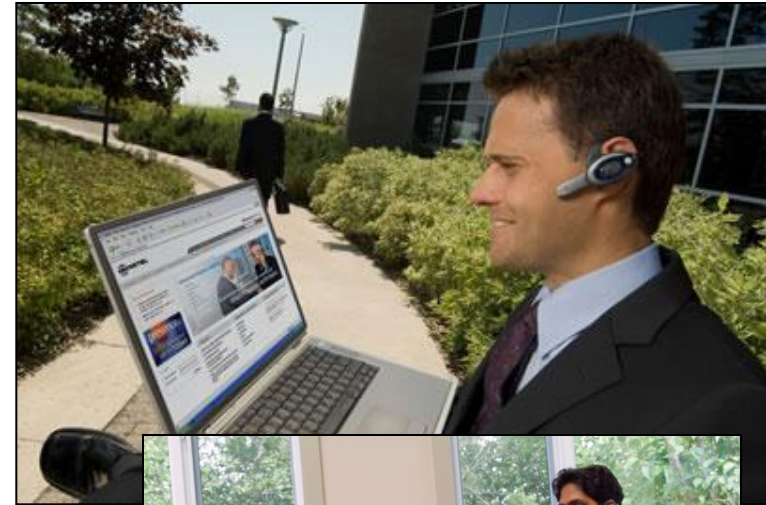
- Embedded PC Softphone
- Communicate like being in the office
- Telephony presence
- Record calls, customize ring tones and utilize any USB device

→ Mitel Teleworker Solution integration

- Connect without VPN
- Access to voice and more

→ Mitel Unified Communicator Mobile integration

- One number, one voicemail box



Reduce Costs / Improve Accessibility

- ✓ Eliminate off-net calling fees
- ✓ Reduce cellular usage
- ✓ Always connected



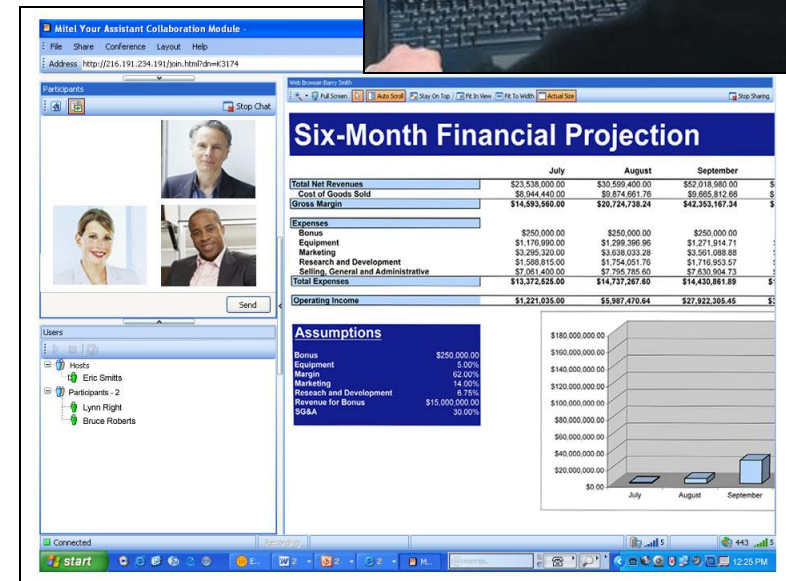
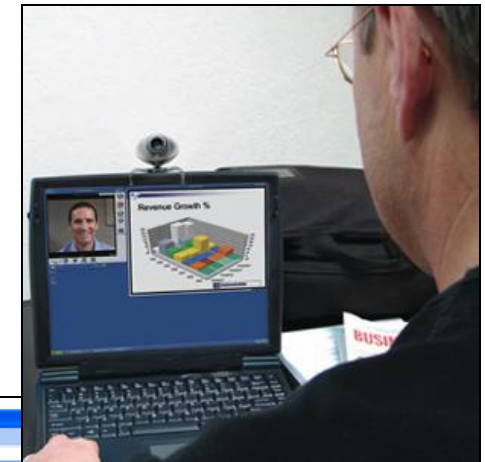
Collaborate with Geographically Disbursed Co-Workers, Customers and Partners

→ Real-time conferencing and collaboration environment

- Secure virtual meetings
- Collectively share and collaborate
- Pre-scheduled, on-the-fly, and recorded
- Anytime anywhere access

Reduce Costs / Drive Productivity

- ✓ Decrease travel costs
- ✓ Eliminate hosted services
- ✓ Reduction in employee downtime
- ✓ Quicker problem resolution
- ✓ Enhanced customer service
- ✓ Reduced carbon footprint
- ✓ Better way to communicate
- ✓ ROI in months



Improve First-Call Resolution Rates

- **Instant access to the expertise of the company**
 - Quickly connect with team members
 - Secure IM and document sharing
 - Single click conferencing
- **Applications Programming Interface**
 - Integrate processes and applications
 - Access to client profiles and details

Increase Efficiency and Productivity

- ✓ Improved first-call resolution
- ✓ Faster problem resolution
- ✓ Enhance customer service
- ✓ Increased revenue



Maximize Existing Technology Investments

→ Out-of-the-box integration with Microsoft and IBM

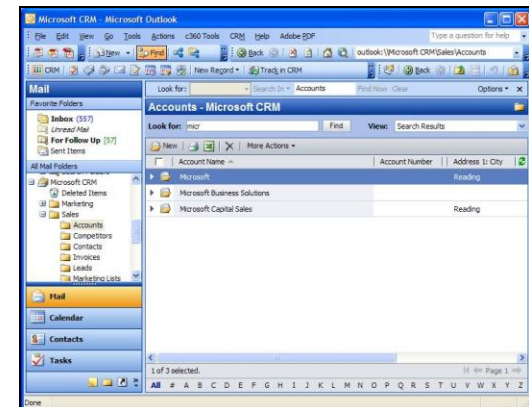
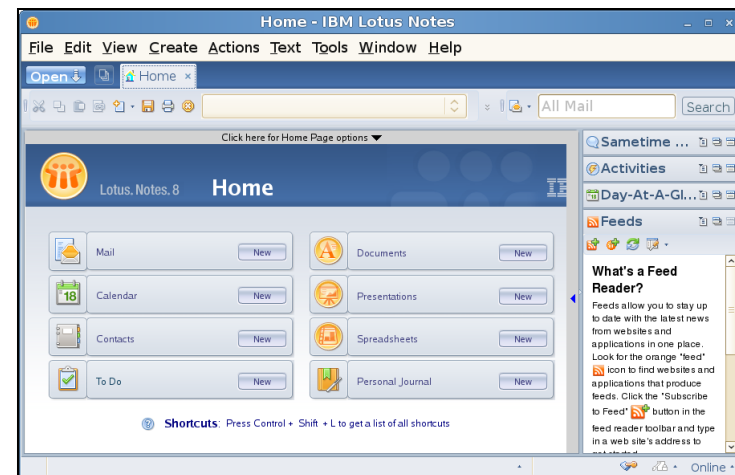
- Click-to-dial from Outlook, Internet Explorer, Office Suite
- Presence linked to Outlook calendar
- Enhanced integration with Lotus Notes
- Active Directory and synchronization of Outlook and Notes contact data

→ Launchpad

- Focal point for communications and applications needs

Drive Productivity + Competitive Advantage

- ✓ Better converged communications experience
- ✓ Communicate from the applications used most
- ✓ More responsive to customers – increase satisfaction and loyalty



Business Continuity and Disaster Recovery Planning

→ Maintain communications and collaboration capabilities

- Work anytime from anywhere
- Remain connected with co-workers, customers, suppliers and business partners
- Real-time access to others
- Collaborate in real-time

Sustain Operations in Times of Emergency

- ✓ Continued availability of employees
- ✓ Seamless service to customers
- ✓ Reduce impact on revenue, reputation and brand



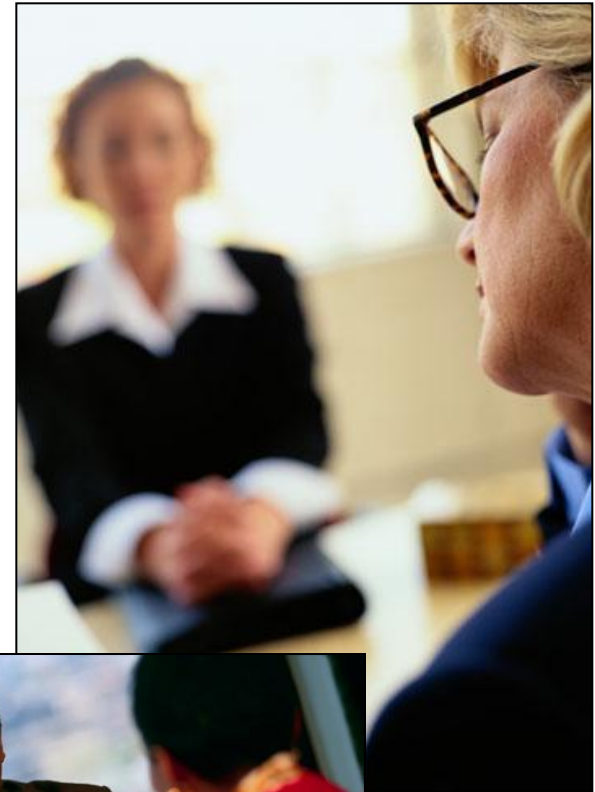
Attract Top Talent and Meet Employee Retention Objectives

→ Meet strategic goals and enrich corporate culture

- Expand recruitment efforts
- Meet employees needs
- Interview candidates from anywhere
- Enhance employee training
- Distribute policies and procedures

Achieve Strategic Corporate Goals

- ✓ Cost-effective global recruitment
- ✓ Equip employees with the tools they need
- ✓ Improve communication
- ✓ Reinforce corporate messages



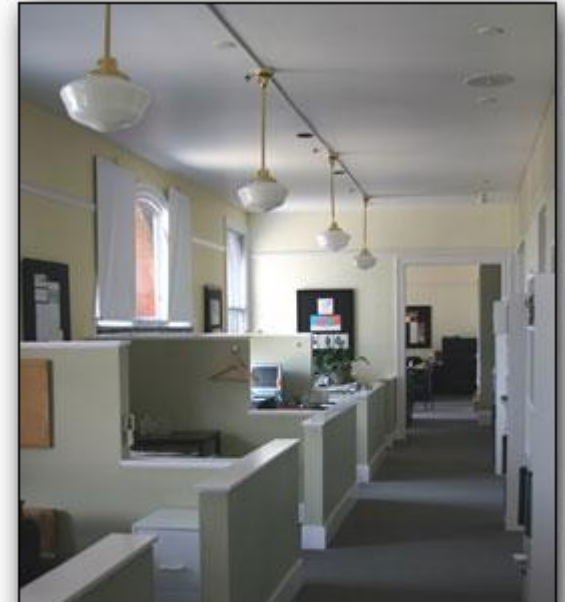
Align Real Estate Strategy with Financial, Operational and Environmental Goals

→ Transform the traditional office

- Deliver same experience as ‘on-site’ employees
- Remain connected and effective from anywhere

Reduce Real Estate Expenses

- ✓ Teleworking reduces real estate portfolio
- ✓ Increase employee satisfaction
- ✓ Source lower cost real estate
- ✓ Economic development opportunities
- ✓ Smarter, more efficient workplace



Unified Communicator Advanced

Improve Efficiency

- Providing employees with real-time access to everyone in the organization
- Allowing remote, dispersed and mobile workers to stay connected with colleagues, partners and customers – anytime, anywhere

Increase Productivity

- Tightly integrating communications with desktop applications and business processes
- Enhance employee, supplier, and customer information sharing with audio and web conferencing and collaboration tools
- Streamlining communications through a single unified interface



Reduce Costs

- Less business travel
- Eliminate hosted services
- Smaller real estate portfolio
- Decrease cellular usage and off-net or mobile long distance calling charges

Improve Business Management

- Sustain operations in times of emergency
- Provide tools to help employees be productive and successful
- Aligning real estate strategy and operations with goals of the company

Enhance Customer Responsiveness

- Providing employees with real-time access to subject matter experts
- Quickly respond to customer needs and collaborate in real-time
- Better informed decisions

Better Communications / Reduced Costs / Rapid ROI



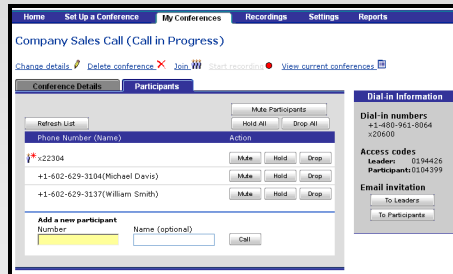
Mitel Unified Communicator Advanced Features and Functionality

UC Advanced Features

Soft Phone



Audio Conferencing



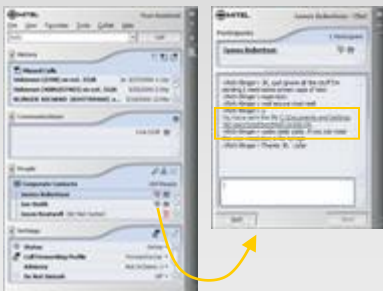
Data Collaboration



Video Conferencing



Secure Chat & File Share



Caller ID-Based Routing



Key Features

- Presence and Availability
- Knowledge Management
- Secure Chat & File Share
- Drag & Drop Conferencing
- Caller ID Based Routing
- Softphone

Presence and Availability

→ At a glance, you can see:

- Who is involved in a phone conversation (and yet still interact with them through IM)
- When a call is completed
- Who is online or away
- Custom advisory messages
- Synchronization with your Outlook calendar

Why is Presence and Availability Important?

- I have a question but I don't want to call a meeting ... check if team members are available at a glance!
 - Double click text icon to begin an IM session
 - Double click a name from the directory to place a phone call
 - If the rest of the team members are needed, hold ad hoc conference calls and chat sessions by dragging people from the contact list into the call or IM window



Presence and Availability

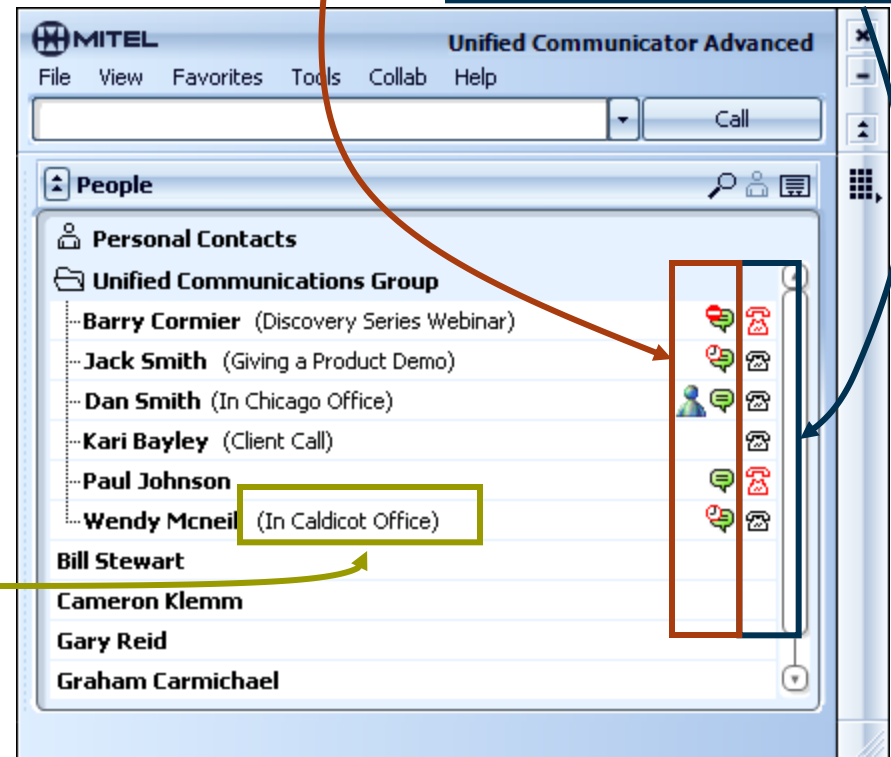
→ The 'People' window provides:

- State of user's phone
 - Available (on hook) / busy (off hook)
- Status advisory messages
 - In a meeting / at my desk / out of office
- PC presence for secure IM
 - Online / away / busy / offline
 - Also have integration with MSN availability (non-secure)

Instant Messaging Status

Telephone Status

Status Message



Knowledge Management

- **Extends the benefits of screen pops to all enterprise knowledge workers**
- **When an incoming call is received, UC Advanced presents the user with a list of all known information about the caller**
- **Resources that can be presented include emails, contact entries, and documents**
 - Microsoft® Word, Microsoft Excel®, Microsoft PowerPoint®, Microsoft Outlook® and Adobe Acrobat PDF documents

Knowledge Management

Dan Smith ("Dan" "Smith" "Dan Smith" "Smith, Dan" "916136144690")

Filter By:

Type	Name	%	Date
	Comments - Patrick's...	100%	3/13/2009
	Revised	66%	3/13/2009
	Pod 1	47%	3/18/2009
	demo mar10.doc	42%	3/12/2009
	714_2941_launch...	19%	3/11/2009

☆ = Forced Association

Name:
Location:

Open...
Delete
New Association...
OK
Cancel

Documents and emails associated with incoming Caller are immediately available

Dan Smith
(6136144694)
is calling on line 3084

Answer
Send To Voicemail
Forward Call

Secure Chat and File Sharing

- **Access to any number of UC Advanced users across any number of servers**
- **Initiate private and secure real-time chat**
 - Drag and drop any number of individuals into conversation
- **Send and receive files securely**
- **View a history of the chat session**

Secure Chat and File Sharing

MITEL Dan Smith - Chat

Participants 1 Participant

Dan Smith


<Dan Smith> Do you have a minute to speak ...
I'm on a call with Asif and we have a few questions for you?

<Kevin Joh> sure, give me a call.

<Dan Smith> Calling now ...

Quit Send





MITEL Unified Communicator Advanced

File View Favorites Tools Collab Help

Call

People

Personal Contacts

Unified Communications Group

- Barry Cormier (Discovery Series Webinar)
- Jack Smith (Giving a Product Demo)
- Dan Smith (In Chicago Office)
- Kari Bayley (Client Call)
- Paul Johnson
- Wendy Mcneil (In Caldicot Office)

Bill Stewart
Cameron Klemm
Gary Reid
Graham Carmichael

History

Missed Calls

- Julie Chen (3086) on ext. 1000 Today 10:46a
- Bill Stewart (6136144690) on ext. 1000 Today 8:04a
- Cameron Klemm (0114401291436067) on ext. 1000 Today 7:53a
- Jack Smith (3084) on ext. 1000 Today 7:43a

Settings

Status Online

Call Forwarding Profile In Office

Advisory Use Outlook Calendar as Advisory

Do Not Disturb Off

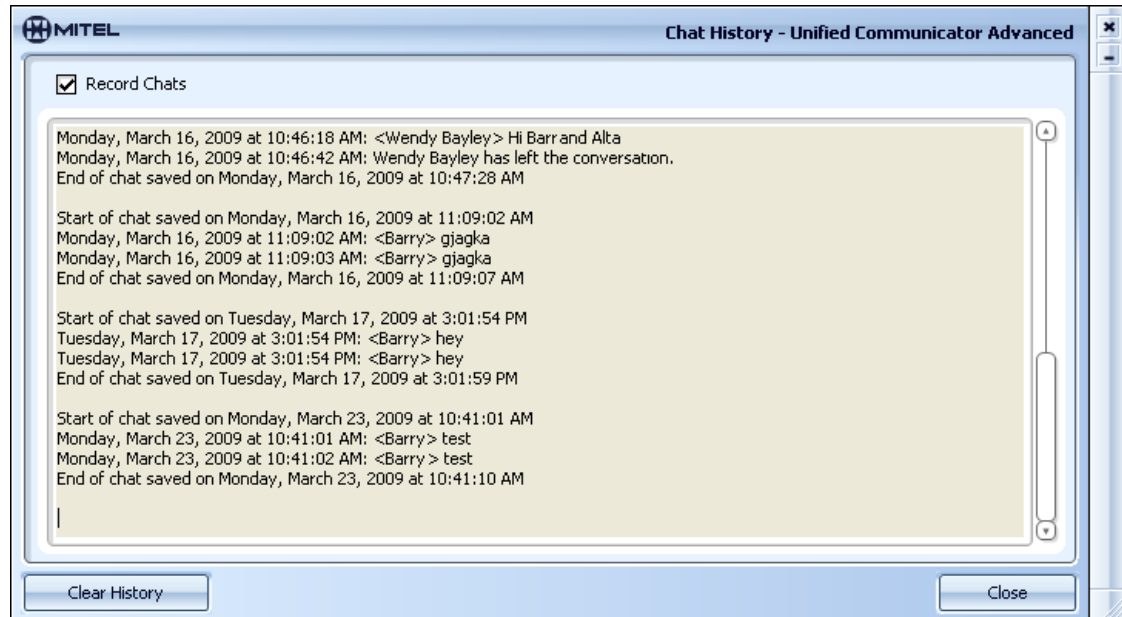
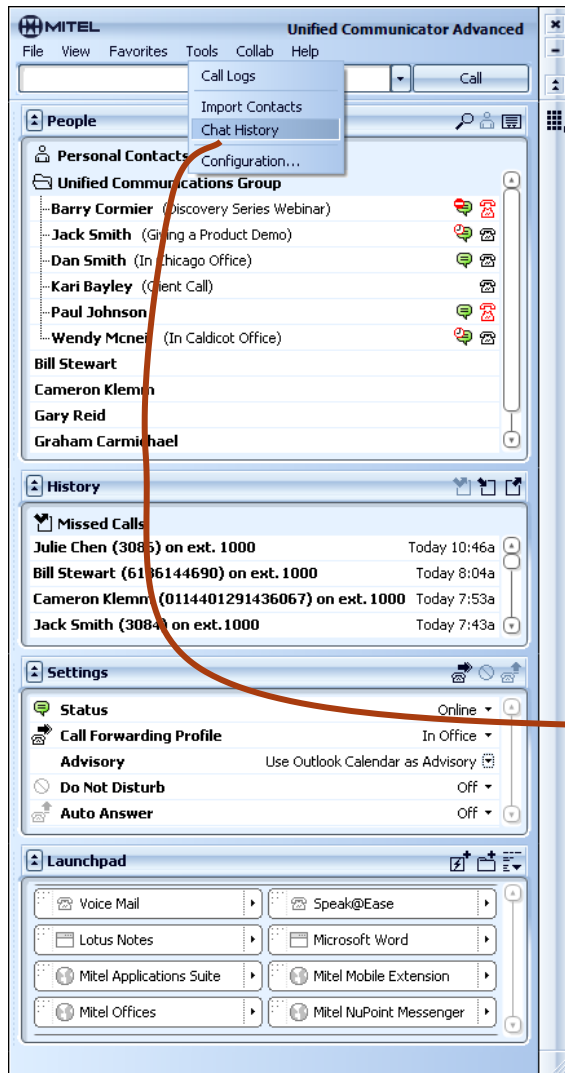
Auto Answer Off

Launchpad

- Voice Mail
- Speak@Ease
- Lotus Notes
- Microsoft Word
- Mitel Applications Suite
- Mitel Mobile Extension
- Mitel Offices
- Mitel NuPoint Messenger



Secure Chat and File Sharing



Secure Chat and File Sharing

→ Business Advantages

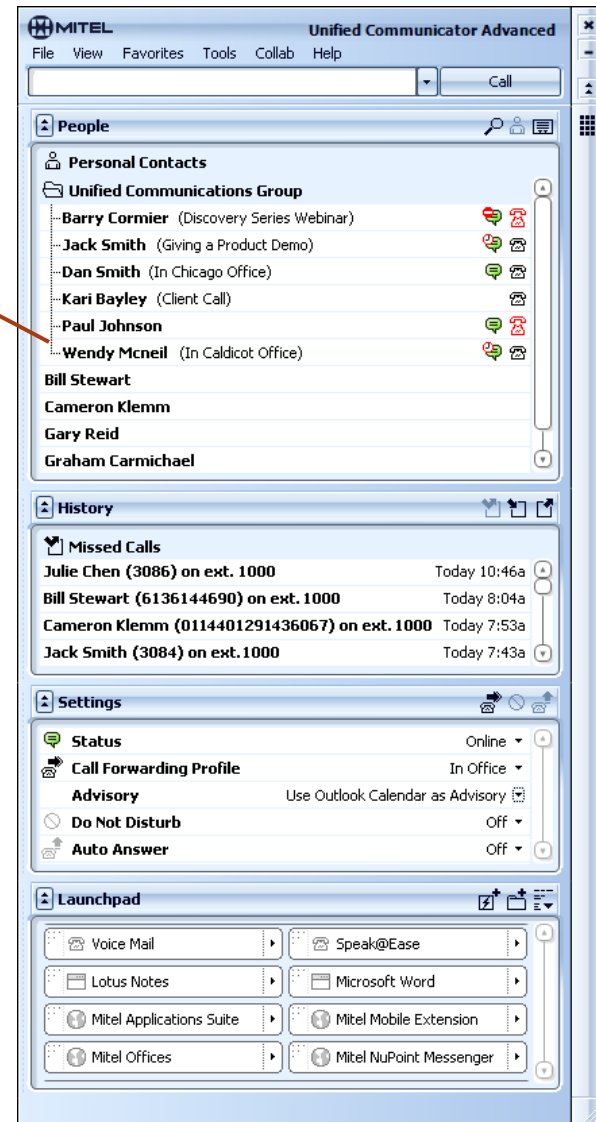
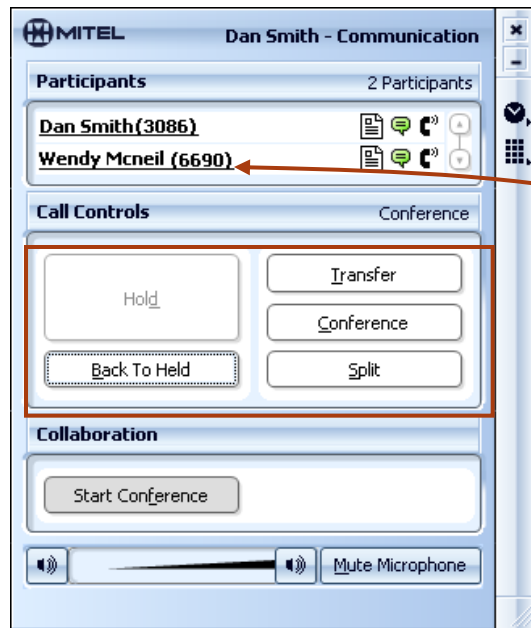
- Less spam, more privacy
- Instantly send messages to colleagues
- Share large files directly by dragging the file into the chat window
- Archive and make easily accessible all of the messages exchanged



Drag and Drop Audio Conferencing

- **Access to any number of UC Advanced users across any number of servers**
- **Simple to initiate calls, transfer calls, and setup conferences**
 - The interface is so simple to use that it gives the power to control the technology back to the user

Drag and Drop Audio Conferencing



→ Simple to use

- Drag others into the call to create a conference
- Highlighted buttons during an active call present the user with options they may have never even thought were available



ACD Client Panel

- Enables the UC Advanced interface to present useful caller information
- ACD agents can report and track issues quickly through the account code drop-down menu
- Easily set agent status

Collaboration using AWC

- **Audio Conferencing, Web collaboration and desktop video available via Mitel AWC**
 - AWC will be integrated with UC Advanced end of 2009
 - AWC can be launched today via the UC Advanced Launchpad
 - AWC is part of Mitel Applications Suite enabling cost effective deployment of other Mitel applications such as NuPoint Messenger, Speech Auto Attendant and UC Mobile.
 - AWC can be used for audio only conferences or combined audio and web conferences
 - AWC participants simply require a phone and a PC connected to the Internet to join an audio and web collaboration session
 - This is the recommended option for English speaking countries
- **Your Assistant Collaboration option**
 - For non English speaking countries
 - This option will be discontinued and replaced with AWC when support for additional languages is available.

Collaboration

→ Business Advantages

- Join meetings regardless of location
- Share presentations and documents
- Desktop sharing and application sharing
- Share video using low cost USB web cameras
- Edit documents collectively
- Enable distributed teams
- Lessen travel requirements



Caller ID-Based Call Routing

- **Provides the ultimate in call management and flexibility**
 - Setup automatic call handling policies
 - Forward calls to your voice mail, cell phone, or any other phone number
- **Store and change call handling policies from one profile to the next**

Caller ID-Based Call Routing

The image shows two overlapping windows from the Mitel Configuration - Unified Communicator Advanced interface. The background window is the 'Call Forwarding Profiles' configuration page, and the foreground window is the 'Call Forwarding Policy' dialog.

Call Forwarding Profiles Configuration:

- Contents:** Appearance, Call Forwarding Profiles, Call Notification
- Call Forwarding Profiles:** Use this window to manage incoming calls. These calls may be blocked or transferred to another number, so you may answer calls when you are away from home or work.
- Profiles:** After Hours, In Office, No Forwarding, Out of Office
- Options:**
 - Always Forward To: Voicemail
 - Do Not Disturb
 - Auto Answer
 - Call Forward When Busy (Internal): Voicemail
 - Call Forward When Busy (External): Voicemail
 - Forward According to Policies.
 - Call Forward No Answer (Internal): Voicemail
 - Call Forward No Answer (External): Voicemail
- Buttons:** Set As Active Profile, New, Delete, Change, New, Delete
- Footer:** OK, Apply, Cancel

Call Forwarding Policy Dialog:

- Policy:** After Hours
- Caller Identification:**
 - Everyone
 - If the caller is one of
 - | | | |
|----------------|-----------|------|
| Danielle Smith | Softphone | 2143 |
| Wendy Moon | Deskphone | 4693 |
| Barry Mcneil | Softphone | 3185 |
 - Buttons: Remove Caller ID, Search for Callers...
- Call Destination:** Forward calls to: Voicemail
- This Policy Becomes Effective:**
 - Immediately
 - If there is no answer
- Buttons:** OK, Cancel

An arrow points from the 'After Hours' profile in the background window to the 'Call Forwarding Policy' dialog, indicating that the dialog is for configuring the selected profile.

Caller ID-Based Call Routing

→ Business Advantages

- Always reachable by the people you specify
- Empowers users to make full use of phone functionality



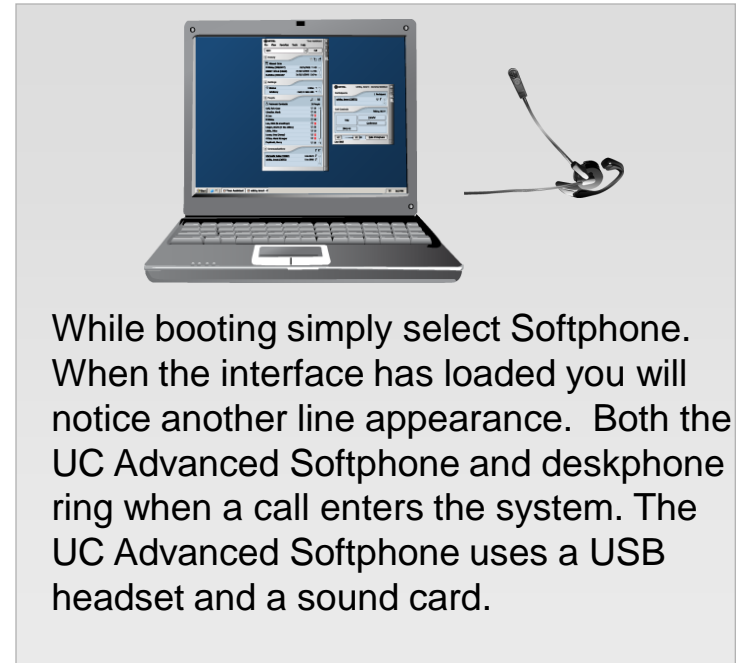
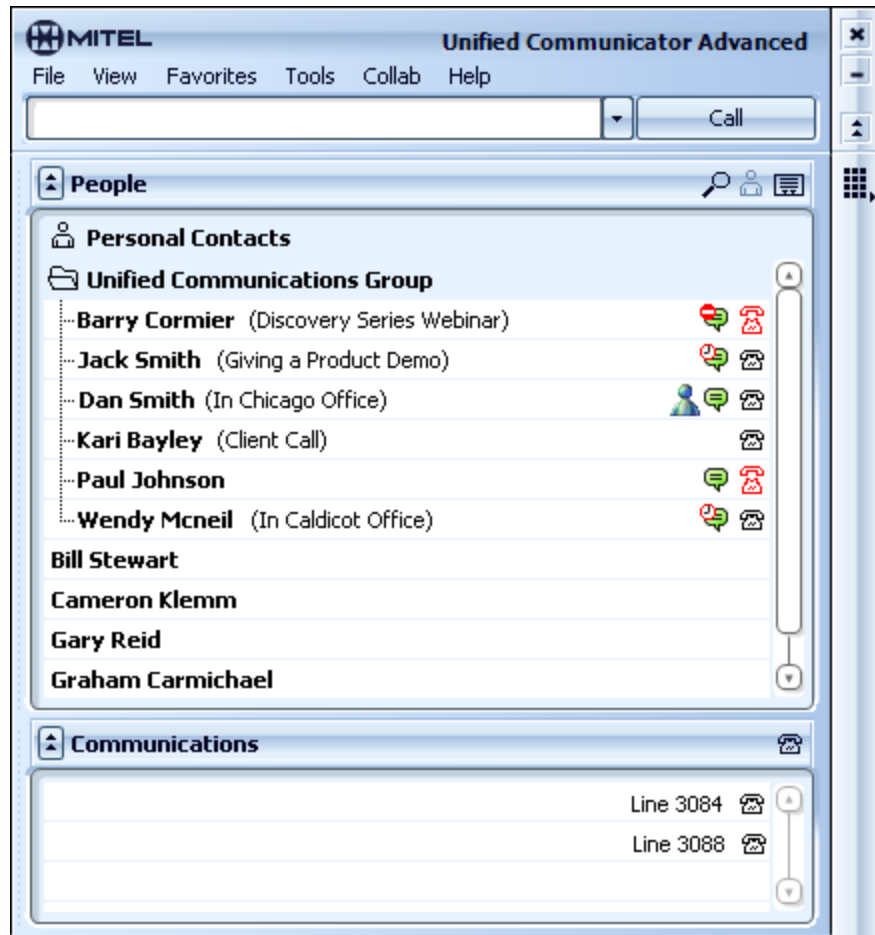
Unified Communicator Advanced Softphone

→ UC Advanced Softphone

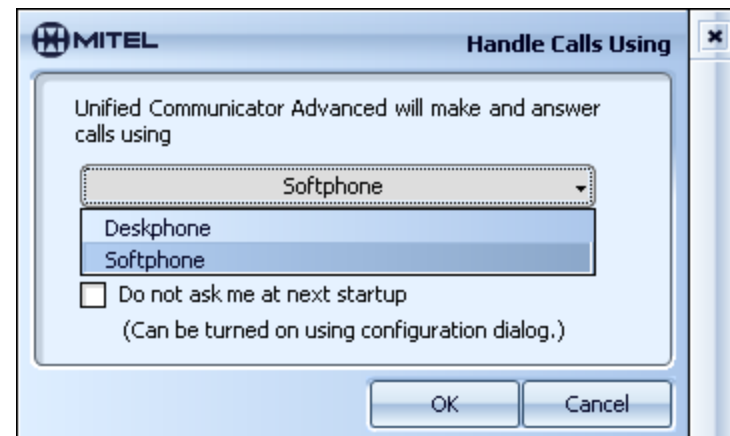
- Feature-rich fully functional telephone
- All phone calls, prompts, and features are available from the laptop and the desktop phone simultaneously
- Access from any location with a high-speed connection
- Communicate and collaborate from anywhere



UC Advanced Softphone



While booting simply select Softphone. When the interface has loaded you will notice another line appearance. Both the UC Advanced Softphone and deskphone ring when a call enters the system. The UC Advanced Softphone uses a USB headset and a sound card.



UC Advanced Softphone

→ Business Advantages

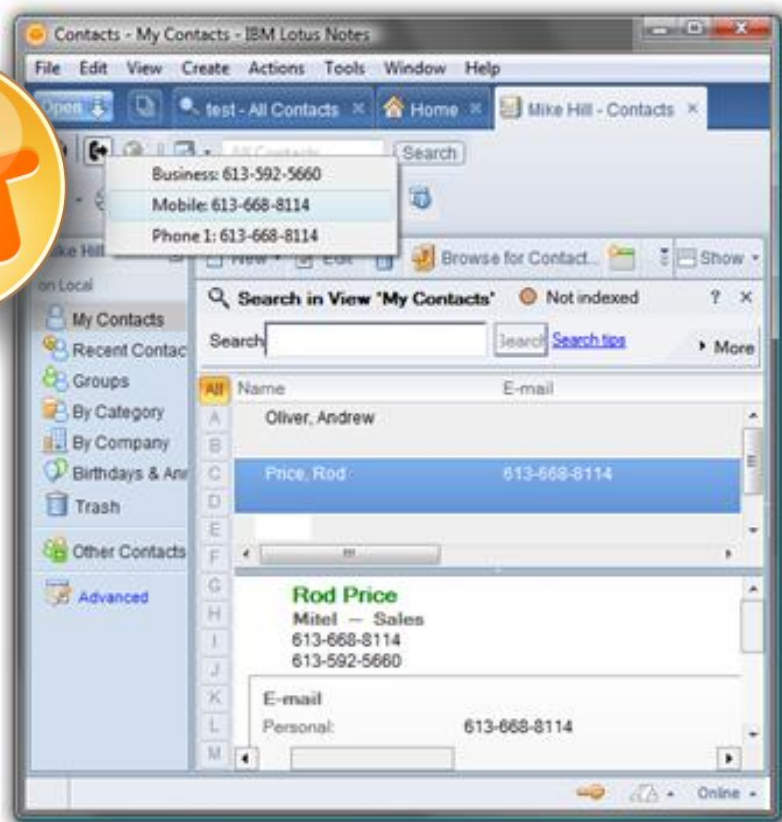
- Access to the voice network without having to carry a phone
- When a call comes into the system if the user has both the UC Advanced Softphone and a deskphone, both phones ring simultaneously
- UC Advanced Softphone has a line appearance of the associated deskphone and vice versa



Unified Communicator Advanced – Lotus Notes Integration

→ Enhanced Lotus Notes Integration

- Select a contact from Lotus Notes and easily initiate a phone call, web collaboration or video conferencing session



Unified Communicator Advance – Microsoft® Integration

→ Enhanced Microsoft Integration

- Integration with Outlook Calendar Advisory messages
- Click to Dial from Microsoft Internet Explorer
- Click to Dial from Outlook and Word using Microsoft Smart Tags



From: Lyle Barr Sent: Tue 4/22/2008 2:57 PM
To: Mike Hill
Cc:
Subject: Sales Report

Message | SalesRPT.ppt (924 KB)

Please Review the attached PPT for Tomorrows meetings.

Thanks
arr

- Use YA to dial: Global Sales
- Dial
- Remove this Smart Tag
- Stop Recognizing "Global Sales" ▶
- Smart Tag Options...

MITEL NPM8200 - Communication

Participants 1 Participant
Global Sales... x3800

Call Controls Talking 00:03

Hold Transfer
Hang Up Conference

Collaboration
Start Conference

1⁰⁰

2⁰⁰ YA 5.0 Launch Meeting
London Meeting Room Kanata (SW Corner)
Kari Simpson

3⁰⁰

People

Personal Contacts 25 People

A-Users

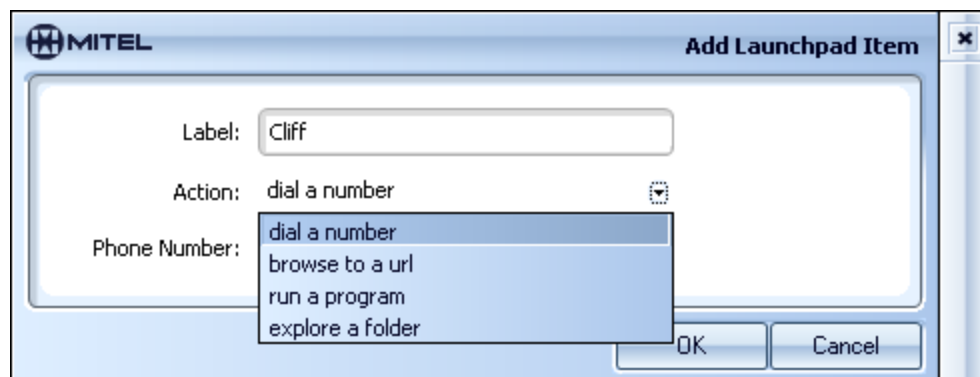
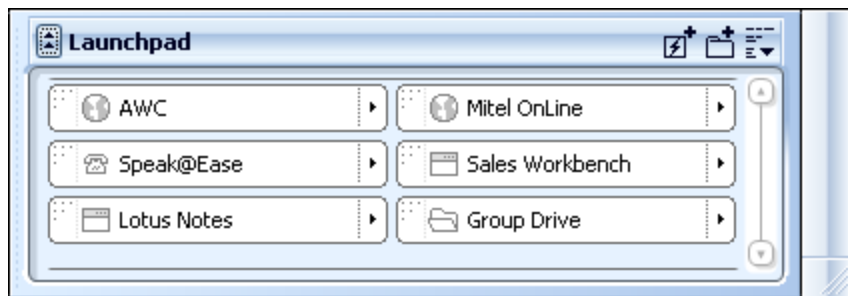
- Andy Bannister (Free until 3:00 PM)
- Art Gaetano
- Barry Smith
- Ed Bijman
- James Midtun
- Kari Simpson (Free until 2:30 PM)**
- Les Dickerson (In the office)



Unified Communicator Advanced – Launchpad

→ Programmable “Launchpad” Shutter

- Launch frequently used applications
- Create speed dials with interactive voice response (IVR) prompts that quickly navigate through voicemail and conferencing service menus
- Launch URLs to frequently accessed websites and web-based applications



UC Advanced – Enhanced Softphone Support

- Your Assistant interface for programming USB handsets and headsets to allow softphone users to create, answer and end calls via USB devices
 - USB support is specific to devices that do not require a custom integration to function. Devices that depend on custom API's are currently not supported.
- Custom ring tones can be enabled for each line. Great for Keyline or Softphone environments



MITEL CS50/CS60-USB Headset - USB Device Configuration

To associate a telephony action with a USB button, click the action below, and then press the button on the USB device. Type a description of the USB button in the text box. To verify the association, press the USB button.

Call Controls	Dial Pad
Answer/Hang Up <None>	1 <None> 2 <None> 3 <None>
Hold/Unhold <None>	4 <None> 5 <None> 6 <None>
Dial <None>	7 <None> 8 <None> 9 <None>
Answer <None>	* <None> 0 <None> # <None>
Hang Up <None>	Volume Controls
	Volume Up <None> Volume Down <None>
	Mute/Unmute <None>

Use Defaults

OK Cancel



UC Advanced – In-House Custom Integration

→ Unified Communicator Advanced application programming interface (API)

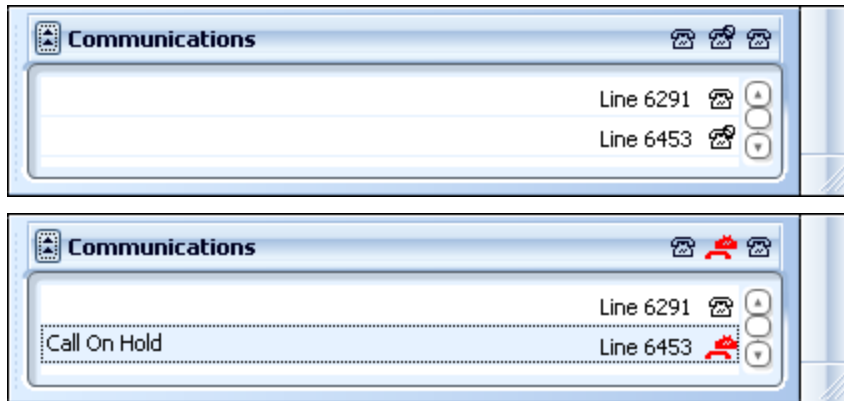
- Enables Mitel Professional Services to extend the functionality of Your Assistant
- API enables incoming and outgoing calls and dialing events to be associated with lookups in other applications (i.e. launching a salesforce.com contact record based on caller line-ID)





Unified Communicator Advanced – Mobility

→ UC Advanced support for UC Mobile and UC Mobile client

- UC Advanced integration with UC Mobile twinning and UC Mobile client
- UC Advanced is more valuable when integrated with UC Mobile and the UC mobile client
 - A mobile users telephony presence* is passed to all UC Advanced users
 - Calls can be seamlessly handed off* from the mobile device to the deskphone or UC Advanced softphone
- Keyline support
- Users can choose the line that will initiate a call – projecting an “extension in use’ keyline state



Icon	Status
	Mobile phone in use
	Call ready for Set Retrieval



* Full telephony presence and handoff of all calls is only available with UC mobile client

Unified Communicator Advanced – Enterprise Deployment

→ Consolidated corporate directories

- Corporate directories on multiple Unified Communications servers are now displayed as a single corporate directory inside UC Advanced

→ Support for VMware server 1.0 and VMware ESX server 3.0.1

- Enables Unified Communications server software to be used on a server that is partitioned into several virtual machines, reducing the cost of deployment

→ A wide range of deployment options and PIM support

- Windows 2008 Server support
- Act! 2008 Support, Microsoft Outlook and Lotus Notes
- Citrix Presentation server 4.0 and 4.5

ACT![™]

→ Support for 64 bit versions of Windows



Mitel Unified Communicator Advanced

Making it Work



Phones Supported

- UC Advanced supports a wide range of Mitel devices including
 - Mitel 53xx IP Phones
 - Mitel 52xx IP Phones
 - IP DECT phones and 5560 IPT
 - Mitel OpenPhone (OP) 27 (UK only)
- UC Advanced also provides a software driven IP phone, UC Advanced Softphone

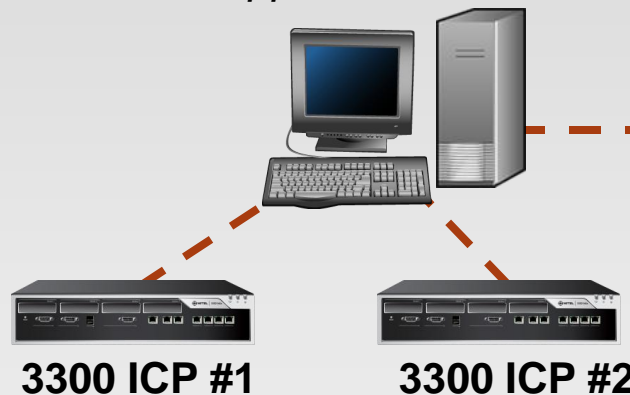


How Many Users Does it Support?

- **Very scalable – Maximum of 1,000 users per Unified Communications server**
 - Beyond 1,000 users, multiple servers are required
- **Multiple ICP support for those 1,000 users – no need for a dedicated server per ICP!**
- **Multiple Unified Communications servers can span locations**

Example

Unified Communications server
Supports 1,000 users

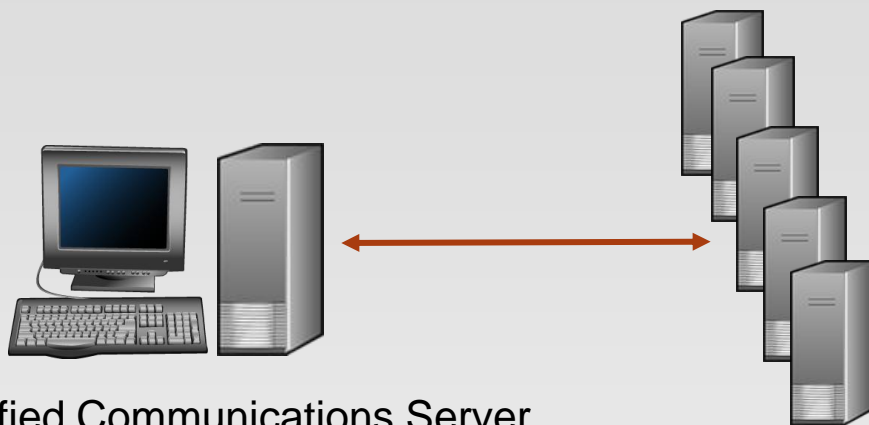


Remote Site



Unified Communications Server - Specifications

- Unified Communications server requires the addition of a standalone* server to the network
- The Unified Communications server can interface to a multitude of other servers providing incredible network flexibility

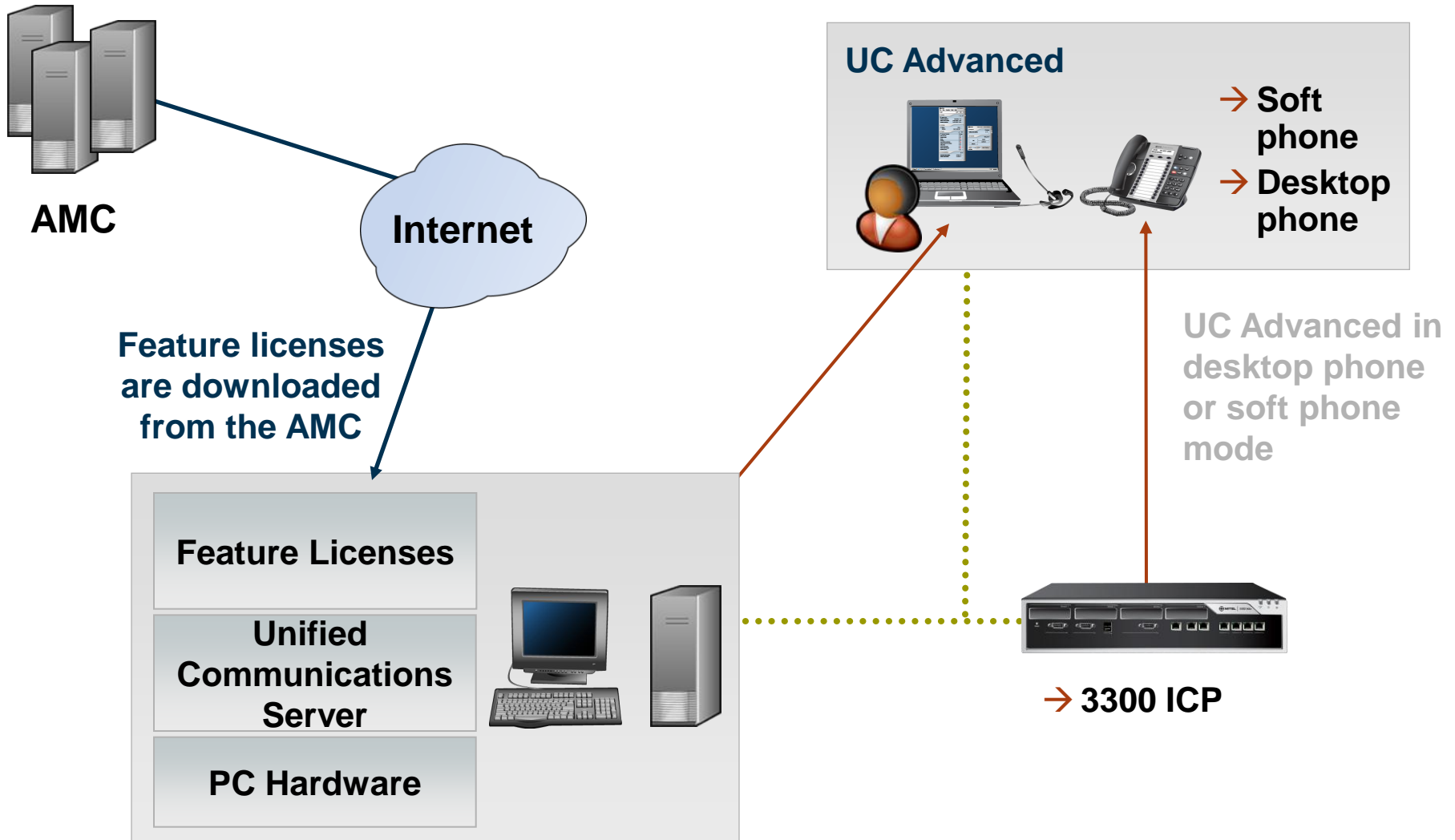


Unified Communications Server

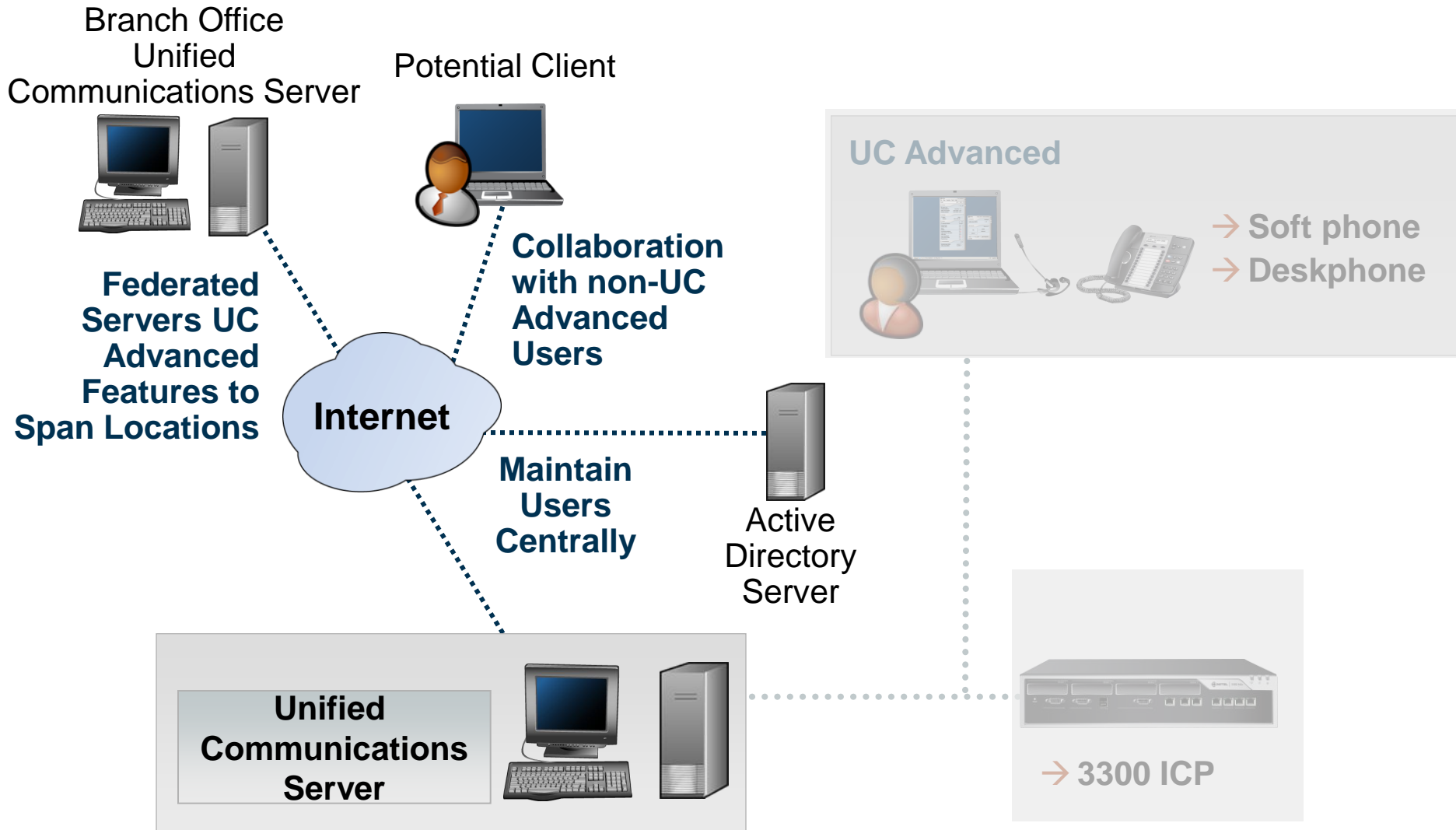
- Microsoft® Active Directory®
- SQL
- Mitel Teleworker Solution
- MSN Messenger
- Microsoft .NET Framework

* Unified Communication server can be co-located with other applications on a server for 20 or less users. See the Mitel Knowledge Base for more information.

Unified Communications server – In the Network

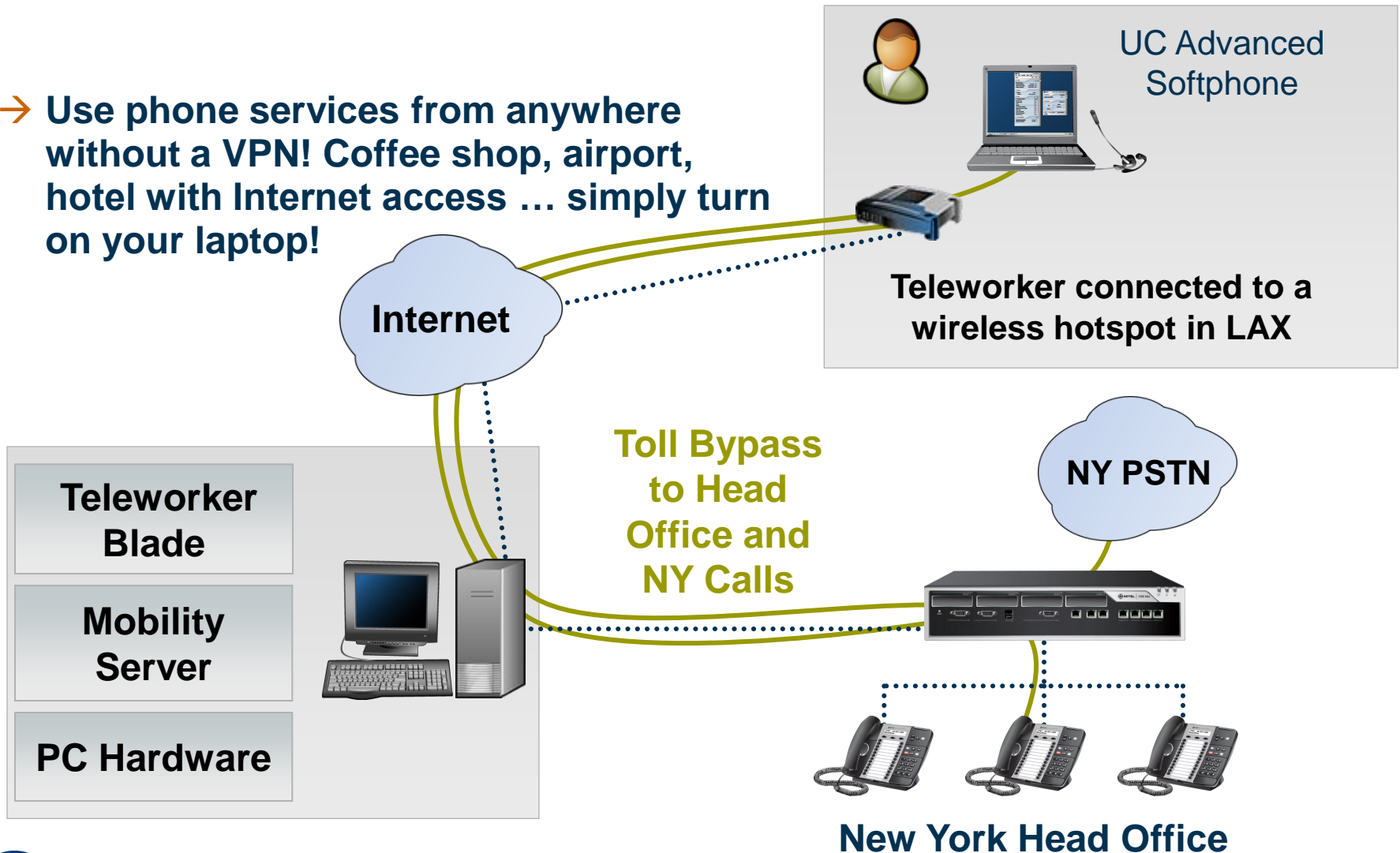


Unified Communicator Advanced – Spanning Networks



UC Advanced Softphone – Road Warriors

→ Use phone services from anywhere without a VPN! Coffee shop, airport, hotel with Internet access ... simply turn on your laptop!



Mitel Unified Communicator Advanced Licensing Structure

Unified Communicator Advanced Licensing Structure

→ UC Advanced deskphone license

- UC Advanced is Mitel's award-winning UC client that integrates a wide range of Unified Communications features with the call control capabilities of the 3300 ICP. UC Advanced also integrates with leading business productivity tools including Microsoft Outlook, Microsoft Office and Lotus Notes.

→ UC Advanced softphone license

- UC Advanced Softphone (formerly Your Assistant Premium Softphone) is a fully functional softphone that enables mobile and remote employees to communicate and collaborate as simply as at the office. UC Advanced softphone supports the same features as UC Advanced deskphone plus a local call recording option.

Unified Communicator Advanced Licensing Structure

→ **Minimum requirement is Unified Communications server software.**

- The Unified Communications server software contains no user licenses

→ **UC Advanced deskphone license**

- Available in packs of 1 or 50 licenses (10% discount for 50 license pack)

→ **UC Advanced softphone license**

- Available in packs of 1 or 50 licenses (10% discount for 50 license pack), unlike previous versions of Your Assistant, UC Advanced softphone is available as a standalone license (a UC Advanced deskphone license is not a pre-requisite)

→ **Your Assistant Collaboration Option**

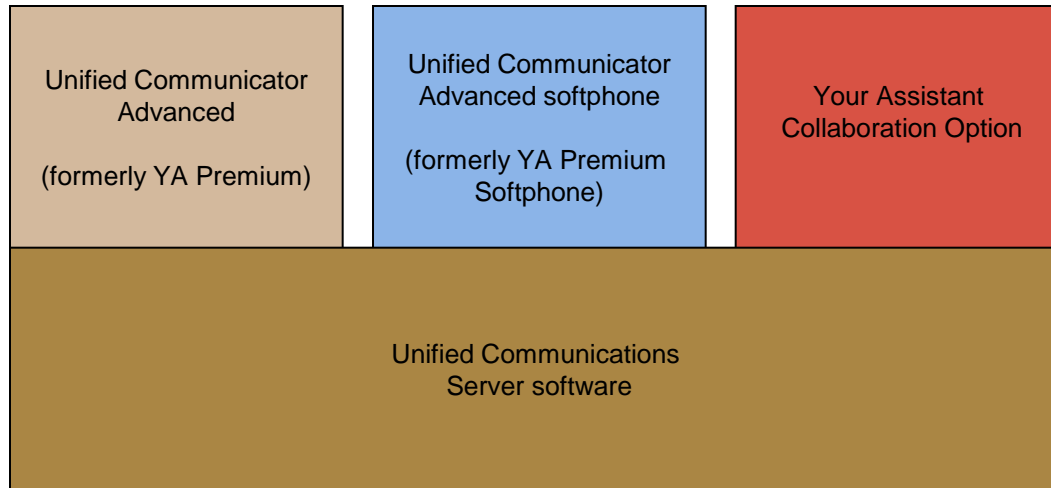
- Available with Unified Communications server only
- Available in a range of license packs

→ **UC Advanced ACD Option**

- Available in packs of 5 user licenses



Unified Communicator Advanced – Licensing Structure



UC Advanced is only available with the 3300 ICP

Unified Communicator Advanced Licensing Structure

- Your Assistant Lite licenses can be upgraded to UC Advanced licenses*
- Your Assistant Lite starter kit can be upgraded to Unified Communications Server software, all YA Lite licenses must be upgraded to UC Advanced licenses

* YA Lite licenses can not reside on the Unified Communications server

Mitel Unified Communicator Advanced Selling Tools

Unified Communicator Advanced 90-day Trial

- **The 90-day trial is ordered in the same way as any other part, and the license is then downloaded from the AMC**
 - The 90-day trial includes 10 UC Advanced deskphone licenses, 10 UC Advanced softphone licenses, 5 and 5 Your Assistant Collaboration Option licenses.
 - The 90-day trial is free of charge
 - Part number 54004288

Tools to Help YOU

→ Available on Mitel OnLine

- Data Sheet
- Feature Comparison Matrix
- Presentations
- Unified Communications white papers

Solutions Products Services Training Promotions Sales Technical Purchasing Support Corporate

Products

Platforms

- Mitel 3300 IP Communications Platform
- Mitel SX-2000
- Inter-Tel Axxess
- Mitel 3600 Hosted Key System
- Security at Mitel

Desktop

- Digital Desktop Products
- IP Consoles
- IP Desktop
- IP Desktop Applications
- IP Peripherals
- SIP Desktop Devices
- Specialty End Points

Applications

- Conferencing and Collaboration
- Customer Interaction Solutions
- Messaging
- Mitel Applications Suite
- Mobility
- Wireless
- Mitel Unified IP Client for Sun Ray

Home / Products / Applications / Conferencing and Collaboration / Mitel Unified Communicator Advanced

Mitel Unified Communicator Advanced (formerly Mitel Your Assistant Premium)

Related Links

- Unified Communications

Mitel Unified Communicator® (UC) Advanced is Mitel's award-winning unified communications client that integrates presence and availability, secure instant messaging, audio conferencing and web and video collaboration with the call control capabilities of your business communications system. UC Advanced also integrates with leading business productivity tools like Microsoft® Exchange/Outlook® and Office as well as IBM® Lotus Notes®.

Target general availability date for UC Advanced release 2.0 is end of February 2009.

Benefits:

- Improved efficiency
- Improved communication choices
- Improved mobility
- Improved integration options

Resources

- Data Sheets
 - Mitel Unified Communicator Advanced Data Sheet
 - Mitel Unified Communicator Advanced Data Sheet - French
 - Mitel Unified Communicator Advanced Data Sheet - Italian

Thank you



The information conveyed in this presentation, including oral comments and written materials, is confidential and proprietary to Mitel and is intended solely for Mitel® employees and members of Mitel's reseller channel. If you are not a Mitel employee or a Mitel reseller, you are not the intended recipient of this information and are not invited to the conference, and cannot participate in or listen to and/or view the presentation. Please delete or return any related material. Mitel will enforce its rights to protect its confidential and proprietary information, and failure to comply with the foregoing may result in legal action against you or your company.